



OPERATIONAL MEMO

TITLE:	HEALTH FIRST COLORADO (MEDICAID) BUY-IN PHONE NUMBER
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	OCTOBER 1, 2020
DIVISION AND OFFICE:	MEDICAID OPERATIONS OFFICE
PROGRAM AREA:	N/A
KEY WORDS:	BUY-IN, CONTACT INFORMATION
OPERATIONAL MEMO NUMBER: HCPF OM 20-098	
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APPROVED BY: LISA PERA	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this operational memo is to inform members, stakeholders, and eligibility sites of the addition of the Health First Colorado Medicaid Buy – In phone number. Beginning, October 1, 2020, the Health First Colorado, Medicaid program for children and working adults with disabilities (also known as the Medicaid buy-in program), will have a direct number for members to use for questions about eligibility, premiums, and status. Please advise members to use this dedicated, toll free number for any Medicaid Buy-In questions or concerns, 1-800-711-6994. You can also continue to use the Health First Colorado number as well. Please share this memo with all eligibility staff, supervisors, and outside agencies, as appropriate.

Information:

This phone line connects to Medicaid Buy-In experts at the Colorado Medical Assistance Program who have case maintenance oversight over member cases that include the Medicaid Assistance Program. The phone number for Buy-in members is 1-(800) 711-6994.

The hours of operation are, Monday – Friday, 7:30am – 5:30pm.

Attachment(s):

None

Department Contact:

sharla.williams@state.co.us